

# Verizon

It has come to our attention Verizon is contacting traditional copper line telephone service subscribers reporting their copper line telephone service will soon be discontinued. It has been reported to us that Verizon explains to subscriber's that if telephone service is to be continued with Verizon, the switch must be made to fiber or FiOS.

Traditional copper line telephone service and fiber voice service is regulated at the State level through the Maryland State Public Service Commission. FiOS digital voice, Internet and wireless voice services are not regulated. Subscribers are urged to read the notices very carefully prior to making a decision on telephone services.

It is unclear at this time if Verizon's notices and actions in Maryland have received full approval from regulatory agencies. Complaints and concerns regarding this issue should be addressed to:

## Maryland State Public Service Commission

William Donald Schaefer Tower  
6 St. Paul St., 16th Floor  
Baltimore, MD 21202  
(410) 767-8000  
MD Toll Free: 1-800-492-0474  
TTY Users call via Maryland Relay 1-800-201-7165  
<http://www.psc.state.md.us/online-complaints/>

## Federal Communications Commission

Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street SW  
Washington, DC 20554  
Phone: 1-888-225-5322  
TTY: 1-888-835-5322  
Videophone: 1-844-432-2275  
Fax: 1-866-418-0232  
<https://consumercomplaints.fcc.gov/hc/en-us>

## The Maryland Office of People's Counsel

6 St. Paul Street, Suite 2102  
Baltimore, Maryland 21202  
Toll Free: 1-800-207-4055  
Phone: (410) 767-8150  
TTY: Facsimile: (410) 333-3616  
Contact Us via Email: [DLInfo OPC@maryland.gov](mailto:DLInfo OPC@maryland.gov)

For more information, please see the FCC notice regarding communication transitions

<https://www.fcc.gov/consumers/guides/tech-transitions-network-upgrades-may-affect-your-service>